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## 1.0 Purpose

The objective of this document is to explain how to perform the activities related to exchanging and managing data using the Managed File Transfer (MFT) system implemented at P&WC. MFT is a data encryption system that allows P&WC third parties to transfer encrypted data in compliance with the International Trade Compliance data transfer requirements and in compliance with the Intellectual Property (IP).

## 2.0 Scope and Applicability

This document applies to all P&WC third parties who are required to use the MFT to exchange and manage data with P&WC. It describes how to use MFT functionalities.

**IMPORTANT: It is generally prohibited to transfer ITAR data using MFT.**

**EXCEPTION: P&WC has approved certain situations where ITAR may be transferred via MFT, please contact your P&WC Business Unit ITC professional for confirmation of this approval.**

## 3.0 Acronyms and Definitions

### 3.1 MFT

P&WC Managed File Transfer system used to transfer data. Data is encrypted during transmission.

### 3.2 ITAR

International Traffic in Arms Regulations. ITAR defense articles and services are governed by the Department of State of the United States of America who is responsible for the export and temporary import of such defense articles and services.

## 4.0 System Requirements

You need to have ActiveX Version or Java enabled to open the Upload/Download Wizard.

## 5.0 Export Compliance Requirements

**Warning:** When transferring technical data via MFT, you must provide the recipient with the following information:

1. The jurisdiction and classification of the technical data
2. The export authorization as applicable,
3. The destination control statement.



## 6.0 Roles and Responsibilities

When transferring technical data via MFT you must provide the recipient with the ITC markings such as the jurisdiction and classification of the data, the export authorization if any and the destination control statement if applicable.

**IMPORTANT: It is generally prohibited to transfer ITAR data using MFT.**

**EXCEPTION: P&WC has approved certain situations where ITAR may be transferred via MFT, please contact your P&WC Business Unit ITC professional for confirmation of this approval.**

## 7.0 Getting Started with MFT

When an employee of P&WC creates a group with your name, you receive an email with a username and a link that brings you to the step of the **Password Request**.

Your password is sent by email.

Furthermore, if you need technical assistance, contact phone number is provided in the invitation email.

**IMPORTANT: Files will only be available for thirty days (30) after being uploaded to the server.**



## 7.1 Email Notification

Find below screenshots (See Figure 1) of the email that you receive when you have been added to a group and an employee of P&WC shared a document with you.

**Figure 1**

<p>From: <a href="mailto:noreply@pwc.ca">noreply@pwc.ca</a> To: <a href="mailto:just_askingxxxxx@hotmail.com">just_askingxxxxx@hotmail.com</a> Subject: Service de Gestion du Transfert de Fichiers de Pratt &amp; Whitney Canada / Pratt &amp; Whitney Canada Managed File Transfer Service Date: Wed, 9 Mar 2016 14:00:28 -0500</p> <p>An account has been created for you on Pratt &amp; Whitney Canada's Managed File Transfer system to allow Shauna Doyon to share files with you.</p> <p>Your username is: <a href="mailto:just_asking7474@hotmail.com">just_asking7474@hotmail.com</a>.</p> <p>To begin using this account, use the following link. You will be prompted to enter your username, after which you will receive further instructions on how to access the system.</p> <p><a href="https://mft.pwc.ca/human.aspx?OrgID=2064&amp;language=en&amp;arg12=passchangerequest&amp;arg11=newuser">https://mft.pwc.ca/human.aspx?OrgID=2064&amp;language=en&amp;arg12=passchangerequest&amp;arg11=newuser</a></p> <p>If you need assistance, please contact the Pratt &amp; Whitney Canada Help Desk at 1-450-677-9411 # 73824.</p> <p>Thank you,</p> <p>Pratt &amp; Whitney Canada Managed File Transfer Service</p>
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## 7.2 Password Request

Enter the username that was provided to you in the email notification that you received and then click the **Request Password** button to set your password. See Figure 2.

Figure 2

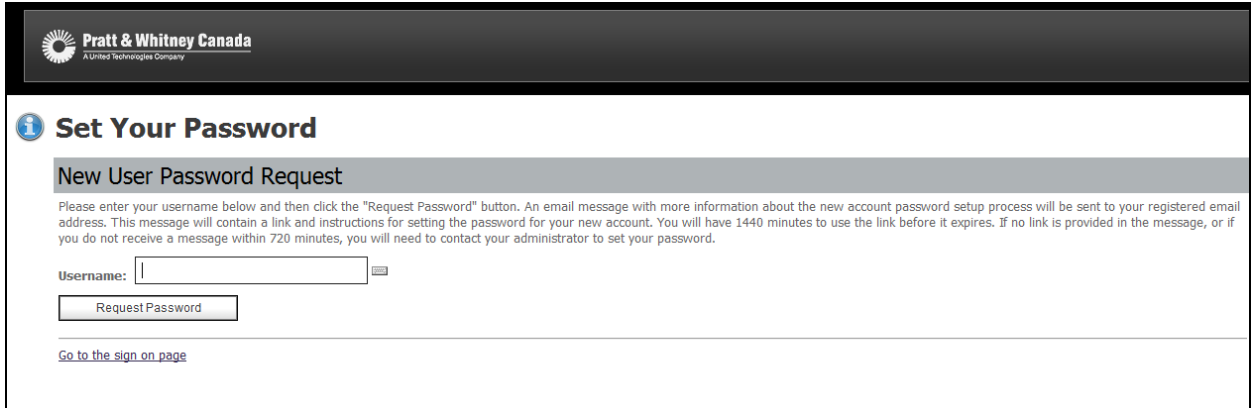
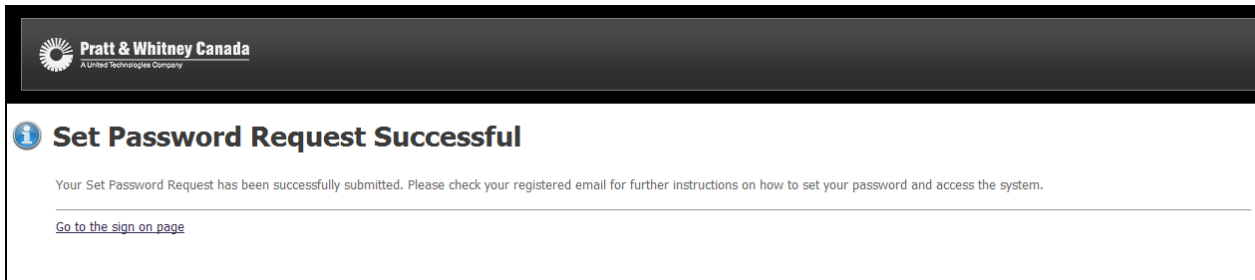


Figure 3



Password will be sent by email.

**IMPORTANT:** Once you receive the email with your password, you have **until midnight** of the same day only to reinitialize the password, otherwise it expires.



### 7.3 Technical Assistance

If you need technical assistance, contact phone number is provided in the invitation email.

From: [noreply@pwc.ca](mailto:noreply@pwc.ca)  
To: [just\\_askingxxxxx@hotmail.com](mailto:just_askingxxxxx@hotmail.com)  
Subject: Service de Gestion du Transfert de Fichiers de Pratt & Whitney Canada / Pratt & Whitney Canada Managed File Transfer Service  
Date: Wed, 9 Mar 2016 14:00:28 -0500

An account has been created for you on Pratt & Whitney Canada's Managed File Transfer system to allow Shauna Doyon to share files with you.

Your username is: [just\\_asking7474@hotmail.com](mailto:just_asking7474@hotmail.com).

To begin using this account, use the following link. You will be prompted to enter your username, after which you will receive further instructions on how to access the system.

<https://mft.pwc.ca/human.aspx?OrgID=2064&language=en&arg12=passchangerequest&arg11=newuser>

If you need assistance, please contact the Pratt & Whitney Canada Help Desk at 1-450-677-9411 # 73824.

Thank you,

Pratt & Whitney Canada Managed File Transfer Service



## 8.0 To Login

After you received the password by email, you are ready to login into the MFT system.

Enter [mft.pwc.ca](http://mft.pwc.ca) in the address bar of Internet Explorer. Then click Enter.

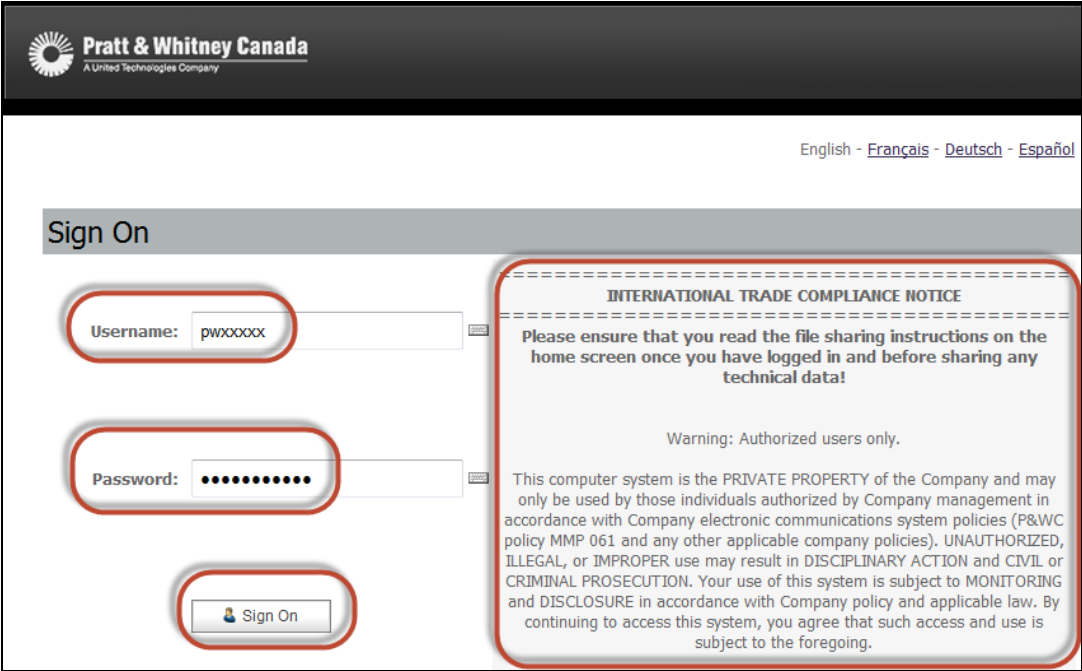


The MFT Sign On dialog will open and prompt you to enter your user credentials (See Figure 4).

Click Sign On.

**Note:** Follow the instructions in the International Trade and Compliance Notice.

Figure 4

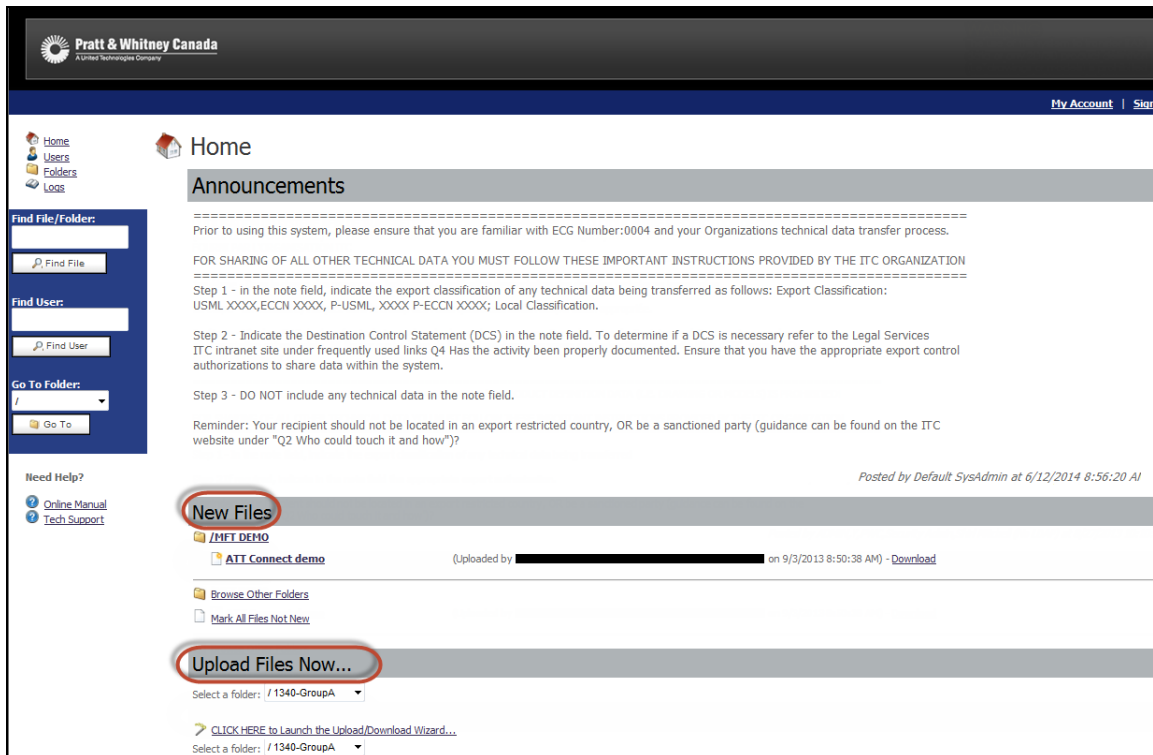


## 9.0 The Home Page

The MFT home page (See Figure 5) is the main page to access MFT functionalities, you can:

- Customize properties; Change the Default Language;
- Share files in the **Upload New Files** section;
- Retrieve/download files sent to you in the **New Files** section.

Figure 5



The screenshot shows the MFT Home Page interface. At the top left is the Pratt & Whitney Canada logo. The main header area includes a navigation menu with links for Home, Users, Folders, and Logs. Below this is a search section with 'Find File/Folder:' and 'Find User:' fields, each with a search button. A 'Go To Folder:' dropdown menu is also present. On the left side, there is a 'Need Help?' section with links for 'Online Manual' and 'Tech Support'. The main content area is titled 'Home' and features an 'Announcements' section with several paragraphs of text and a 'Posted by Default SysAdmin at 6/12/2014 8:56:20 AM' timestamp. Below the announcements is a 'New Files' section, which is circled in red. It displays a file named 'ATT Connect demo' with a download link. Below this are links for 'Browse Other Folders' and 'Mark All Files Not New'. At the bottom of the screenshot is an 'Upload Files Now...' section, also circled in red, which includes a folder selection dropdown menu and a link to 'CLICK HERE to Launch the Upload/Download Wizard...'. The top right corner of the page has a 'My Account | Sign Out' link.



## 9.1 To Change the Default Language

1. Click **My Account** located in the upper right hand corner.
2. From **Edit Your Language... > Language** drop-down menu, select the preferred language.
3. Click **Change Language** for the change to take effect. See Figure 6.

Figure 6

**Edit Your Language...**

Language:  ▼

Now press the "Change Language" button:

**Edit Your Display Settings...**

User/Group Entries Per Page:

File/Folder Entries Per Page:

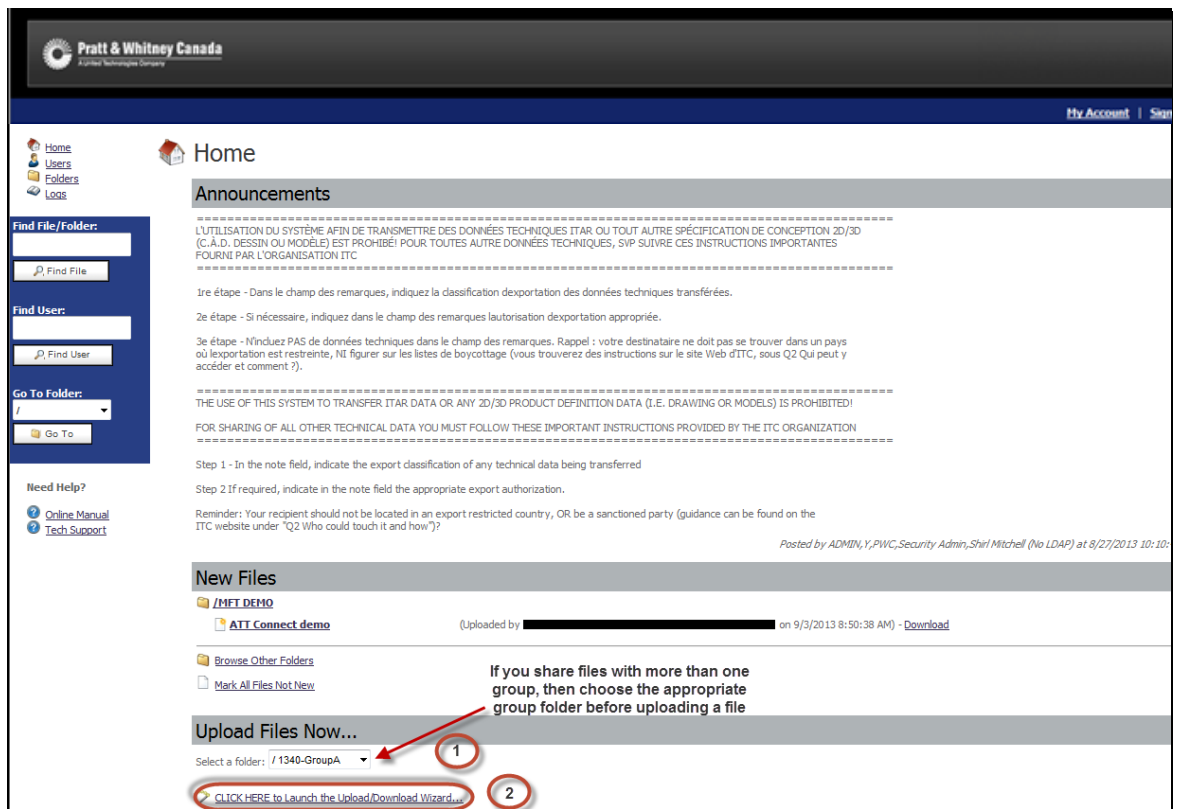
Now press the "Change Display" button:

## 10.0 Sending /Uploading Files

Refer to Section 4.0 Export Compliance Requirements for Export Compliance considerations when sending/uploading files using MFT.

1. From the MFT Home Page, go to the section **Upload Files Now** and select the group folder before uploading the file (See Figure 7).

Figure 7

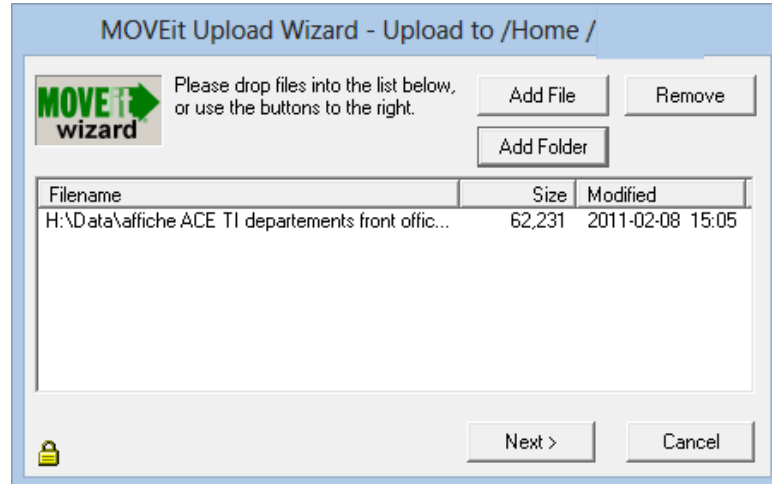


The screenshot shows the MFT Home Page interface. On the left, there is a navigation menu with links for Home, Users, Folders, and Logs. Below this is a search area for files and users, and a 'Go To Folder' dropdown. The main content area is titled 'Home' and features an 'Announcements' section with detailed instructions in French and English regarding the use of the system for transferring technical data. Below the announcements is a 'New Files' section showing a file named 'ATT Connect demo' uploaded on 9/3/2013. The 'Upload Files Now...' section is highlighted, showing a folder selection dropdown set to '/ 1340-GroupA' and a link to launch the wizard. Red circles and arrows highlight the folder selection and the wizard link.

You need to have ActiveX enabled to launch the Upload/Download Wizard.

By clicking the link, the **MOVEit Upload Wizard** box will open (See Figure 8).

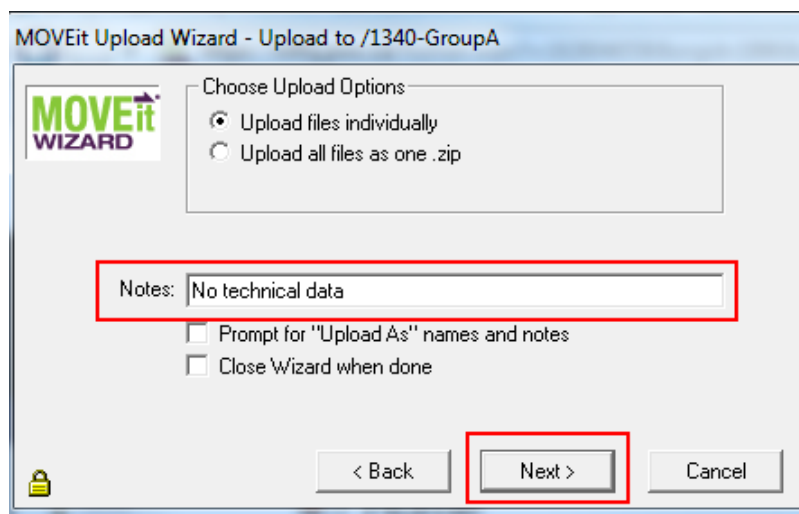
**Figure 8**



**Note:** This box won't come up if you don't have ActiveX or Java enabled.

2. Click on **Add File** or **Add Folder** to browse for a file or folder to upload (See Figure 9). You are also able to drag and drop files directly into the wizard. Once all the required files are in the wizard window, click on the **Next** button.
3. It is in this window where you must include the notes as per the Legal Services ITC instructions on the home page. These instructions include identifying the classification of the document, the export authorization and if required, the destination control statement.

**Figure 9**

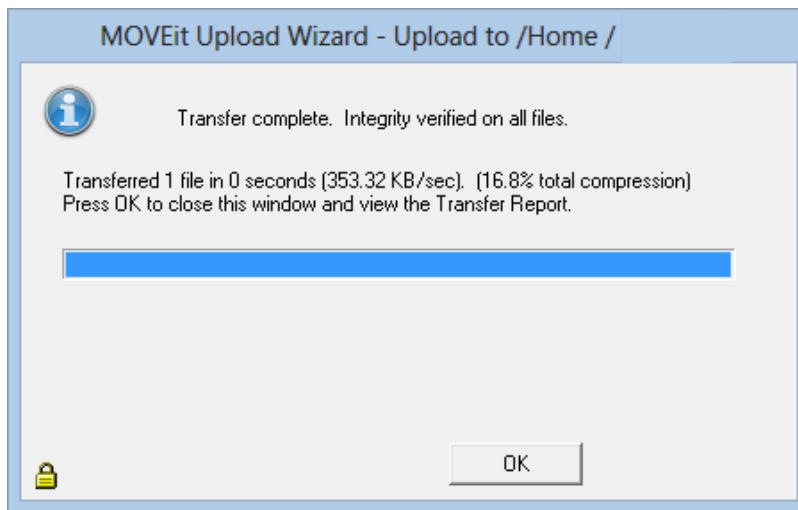


Upload options include:

- Individual file uploads
- Zipping capability
- Add notes to files
- Rename uploaded files
- Auto closing of the wizard

4. A progress bar will indicate the status of the file upload or download (See Figure 10). After the completion of the transfer, the next window will give you statistics and a status message.

**Figure 10**

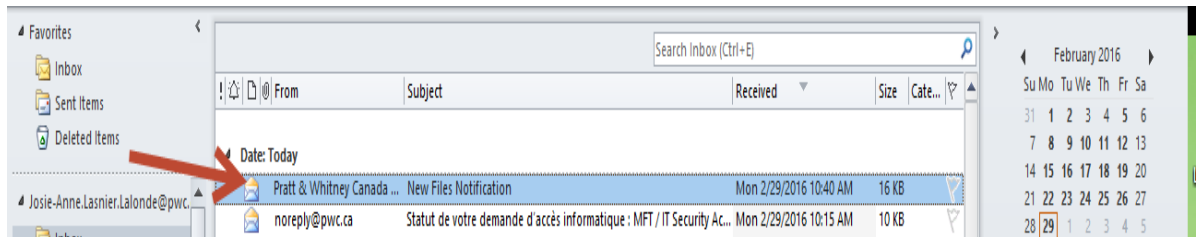


5. Transfer stats and features include :
  - Speeds (KB/s)
  - Compression
  - Large file size support
  - Detailed progress
6. Once the transfer is complete, every member of the group will receive an e-mail letting them know that there is a file to pick up on the MFT server. When anyone downloads the file(s) that you uploaded, you will be notified via e-mail.

## 11.0 Receiving /Downloading Files

An e-mail notification is sent to you to advise you that you received files through MFT. See Figure 11.

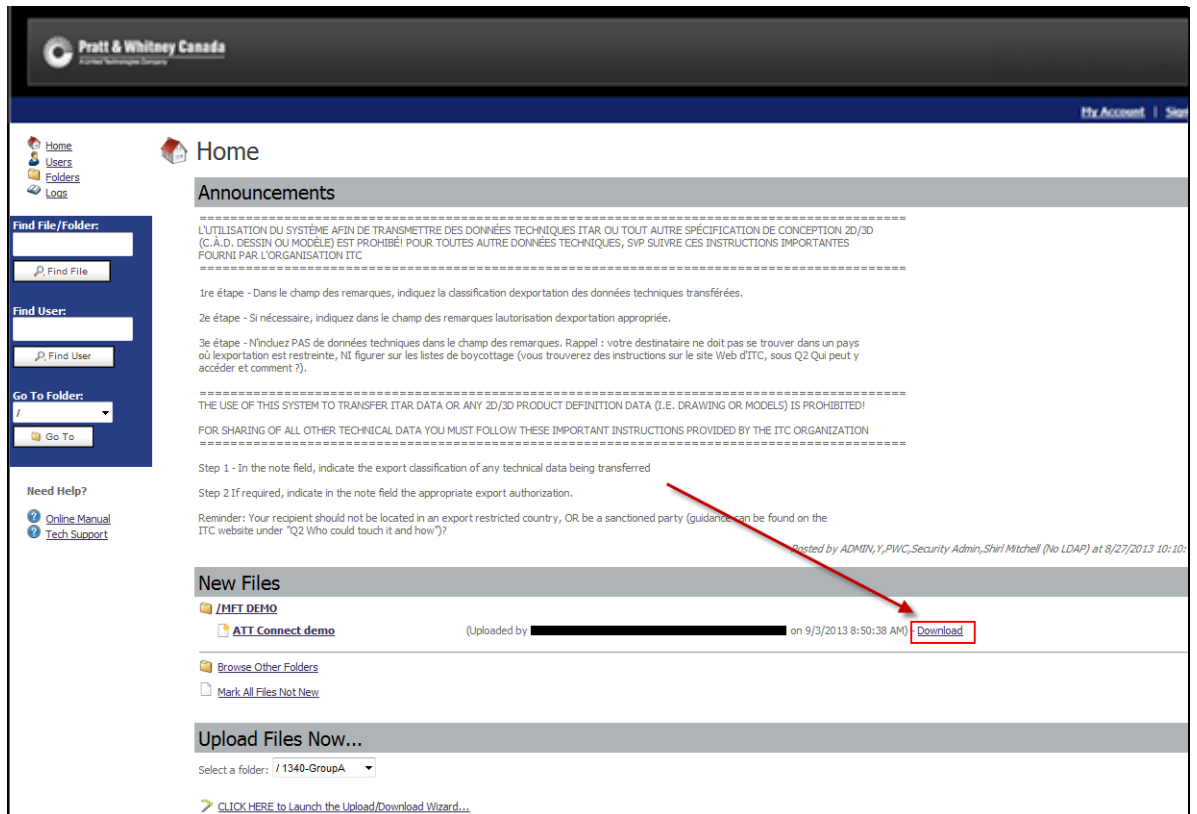
Figure 11



To receive/download a file:

1. Go to the **New Files** section of the home page (See Figure 12).
2. Click the **Download** link next to the file(s) that MFT user wishes to download.

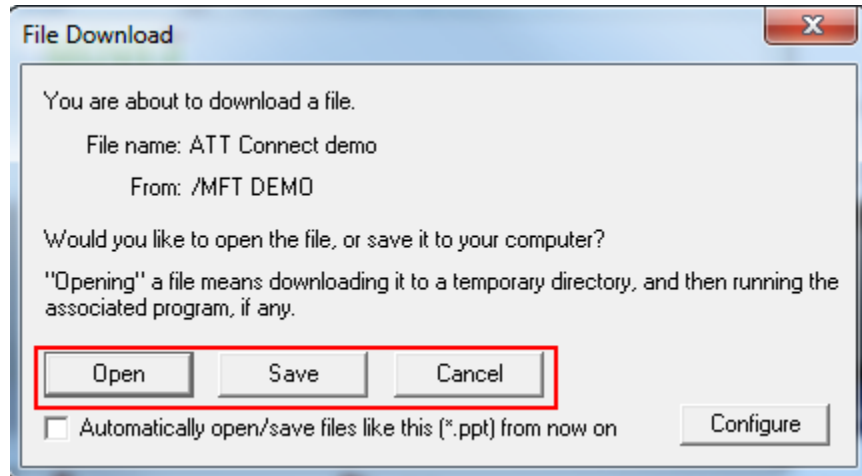
Figure 12





3. You will then have the option to view or save your file (See Figure 13).

**Figure 13**

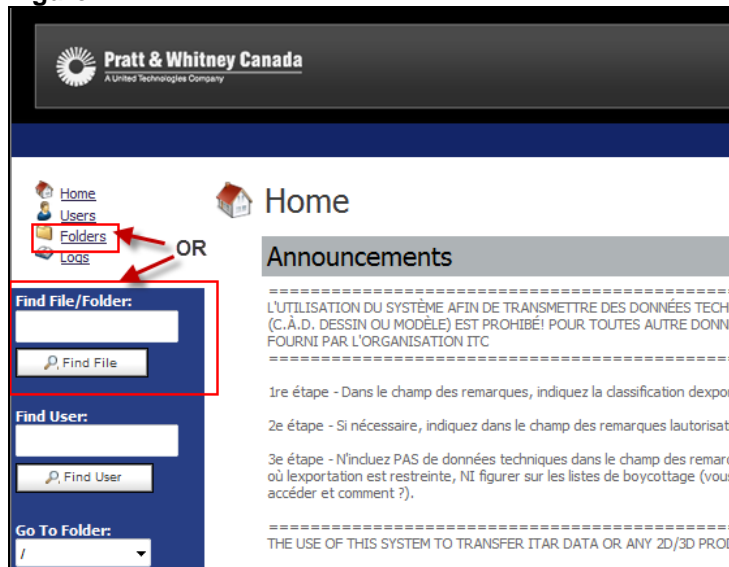


## 12.0 Searching for downloaded files:

There are different ways to find a file that was downloaded (See Figure 14):

- From the home page as just shown on the previous page (specifically for new files)
- In the case where you know the folder in which the file is located, click on the **Folders** link on the left panel and select the required folder. In the list of files, download the required file.
- If you do not know where the file is, type the name of the file in the **find/file/folder** box on the left side of the page and click the **Find File** button. You can search by using only one (1) word in the file name. In this case, add a '\*' at the front and end of the word (i.e.: \*travel\*).

Figure 14





## 13.0 Troubleshooting

Issues	Reasons and Solutions
User cannot access existing account.	User credentials and accounts expire after three (3) months of not using the MFT system.  The user must contact CSC Help Desk 1-450-677-9411 #73824 to reactive the account.
End user/recipient does not receive MFT's system generated notification by email when the sender uploads a file in a folder the end user is registered to.	For unknown reasons, the email notification will not activate.  The end user/recipient must contact CSC Help Desk 1-450-677-9411 #73824
When searching for end user/recipient, the user has a lock in front the user ID number and the user ID number appears in red.	The end user/recipient account is deactivated due to account expiry.  The end user/recipient must contact CSC Help Desk 1-450-677-9411 #73824 to reactive the account.

Both P&WC internal and also external users must contact CSC Help Desk to obtain technical support for the above mentioned issues –and any others. You can find the icon for technical support on the home page of MFT ([mft.pwc.ca](http://mft.pwc.ca)). See Figure 15.

**Figure 15**

